

Internet Service Circuit Order Form (TEX-AN)



Before ordering service go to: <https://dir.texas.gov/communications-technology-services/tex-voice-and-data-vendor-contracts> and review the contracts and pricing. Call 877-472-4848 Option 4 for assistance.

☒ Customer agrees to abide by the applicable terms and conditions of the vendor's communications technology services agreement and the related customer services agreement for the services. (This box must be checked for order issuance.)

Send completed order form with the vendor price quote to: telecom.solutions@dir.texas.gov

1) Customer Account Information

Account Code	LD8	Division Code	Click here
Account Name	Burnet County	Division Name	Click here
Order Submitted By	Greg Harris	Phone Number	5127554522
Email Address	gharris@burnetcountytexas.org		
Date of this Request	08/21/2025	Requested Due Date	10/21/2025
Expedite Request	☒ No ☐ Yes* *If yes is checked, customer agrees to pay any expedite charges.		

2) Type of Request – Select One

☒ Install New Circuit	
☐ Change Existing Circuit – What are you changing? ☐ Location ☐ Division ☐ Port Speed ☐ Other	
Explain the change you are requesting Upgrade to 1Gbps Circuit	
Change to existing Circuit	CKR Click here Circuit ID Click here
Current Port Speed	Click here New Port Speed 1G
Current Access Speed	Click here New Access Speed 1G
To disconnect a circuit, use the Disconnect Circuit Order Form found here: https://dir.texas.gov/resource-library-item/disconnect-circuit-order-form	

3) Provider

☐ AT&T DIR-TELE-CTSA-002	☒ Charter DIR-TELE-CTSA-009
☐ CenturyLink (Lumen) DIR-TELE-CTSA-004	☐ Comcast DIR-TELE-CTSA-010
☐ Granite DIR-TELE-CTSA-012	☐ NWN DIR-TELE-CTSA-014
☐ Verizon DIR-TELE-CTSA-015	☐ Windstream DIR-TELE-CTSA-016
Term Agreement	☐ No Term ☐ 12 months ☐ 24 months ☒ 36 months ☐ Other Click here

4) Circuit Information

Circuit Type	☐ T-1 1.5 MB	☐ NXT1 (Bonded T1s) 1-8 DS-1's	☐ DS-3 45 MBPS	☐ OC-3 155MBPS	☐ Ethernet
Circuit Speed	1G Indicate the bandwidth required if less than 1.5M, bonding T1s or Ethernet				
Port Speed	1G				
AT&T Only	Will SIP trunking be added to this circuit? ☐ No ☐ Yes* *If yes, provide the DIR SIP Work Order# Click here				
T1 Framing Format	☐ B8ZS/ESF (Extended Super Frame) ☐ D4/AMI				

Connection Type	☐ Copper ☐ Fast Ethernet ☒ Fiber Ethernet ☐ Gigabit ☐ Other Click here			
Billing Type	☒ Flat ☐ Tiered ☐ Burstable, provide required bandwidth Click here			
Lumen Only - Protocol	☐ HDLC ☐ MLPPP (NxT1)			
Router Type	☒ Customer Provided ☐ Vendor Provided			
Routing Protocol	☒ Static ☐ BGP			
IPv6 Addressing Required	☐ Yes ☐ No			
Lumen Only – Is customer VLAN tagging needed	☐ Yes ☐ No			
VPN Alias Name	Click here			
Do you have a private AS?	☐ Yes ☐ No			
Router Type	☐ Cisco ☐ non-Cisco			
Routing Type	☐ None ☐ Default ☐ Partial ☐ Partial with Default ☐ Full with Default			
IP Block(s) you will be announcing	Click here			
Lumen only–Ethernet Local Access Connect/ Port	☐ iQ Internet ☐ iQ Private ☐ iQ Enhanced			
Lumen only–Ethernet Local Access	☐ Leased, N-net ☐ iQ Private Port ☐ Customer Provided			
Lumen only–Circuit Handoff	☐ FastEthernet/100M Copper ☐ GigEthernet/Single-mode Fiber ☐ GigE/Multi-mode Fiber (50 OM or 62.5 OM)			

5) Location – Address and Contact Information

Location Name	Burnet County- Jackson St		Building Name/Number	Click here
Street Address	133 E Jackson		City, State, ZIP	Burnet, TX, 78611
Cross Street – Street names of nearest intersection	Click here			
Floor and/or Room Number	Click here			
Provide Primary and Alternate Contacts at Location where the service is being installed or changed.				
Primary Name	Greg Harris	Alternate Name	Click here	
Primary Phone	512-755-4522	Alternate Phone	Click here	
Primary Cell	Click here	Alternate Cell	Click here	
Primary E-mail	gharris@burnetcountytexas.org	Alternate E-mail	Click here	
Access Speed	1G	Port Speed	1G	
Is this end of the circuit to terminate on a customer-owned facility such as a DS-3?	☐ Yes ☐ No			

6) Remarks – Provide equipment information and any special requests and additional information.

Installing new 1G Dedicated fiber Internet connection with 13 static IP addresses.